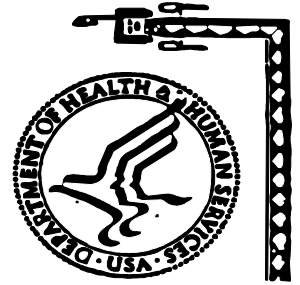


DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO AREA INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT

CH-08-126

OPENING DATE

OCTOBER 3, 2008

CLOSING DATE

OCTOBER 24, 2008

POSITION

HEALTH SYSTEMS SPECIALIST

LOCATION AND DUTY STATION

PHS INDIAN HOSPITAL, DIVISION OF QUALITY MGMT, CHINLE, AZ

GRADE/SALARY

GS-0671-11, \$54,494 - \$70,843 PER ANNUM

NUMBER OF VACANCIES

ONE VACANCY (MC0901)

APPOINTMENT

- PERMANENT
- TEMPORARY
- NTE: _____

WORK SCHEDULE

- FULL-TIME
- PART TIME
- INTERMITTENT

AREA OF CONSIDERATION

- COMMUTING AREA
- NAVAJO AREA WIDE
- IHS WIDE
- DHHS WIDE

SUPERVISORY/MANAGERIAL

- YES, MAY REQUIRE ONE YEAR PROBATION
- NO

PROMOTIONAL POTENTIAL

- YES, TO GRADE _____
- NO KNOWN POTENTIAL

HOUSING

- YES, GOVERNMENT HOUSING AVAILABLE
- PRIVATE HOUSING ONLY

TRAVEL/MOVING

- MAYBE PAID FOR ELIGIBLE EMPLOYEES
- NO EXPENSES PAID

DUTIES: This position is located in the Quality Management Department of the PHS Indian Hospital, Chinle, Arizona. The purpose of this position is to measure retention rates that will result in proactive program that reduces vacancy rates and improve employee retention among Nursing and Medical Professionals. The position will assure substantial compliance with the standards in the areas of staff development, competency, general staff education, and clinical based education for nursing and medical staff as well as non-clinical staff throughout the service unit. This is a responsible position that involves coordination, administration, and tracking of the development of a skilled and effective workforce. Incumbent will promote positive Chinle Service Unit image and culture. Develop policies, instructions, and procedures governing the overall management of the Staff Development and Retention program. Design and administer a training needs assessment survey to support staff development and education program for the service unit. Plans, conducts, and evaluates systematized survey and studies to determine the immediate and long-term staff development and educational needs of the Service Unit. Develop and implement strategy plans utilizing effective methods, principles, and practices. Work with all relevant department sin all divisions to create compelling, interactive training materials and processes that are technically accurate, reflect company culture and conform to the company's style. Develops a tracking system to monitor retention rates, data management, and staff development initiatives (Medical staff/Nursing). Monitor program effectiveness and make recommendation s for improvement. Assist in the development of retention policies, plans, evaluations, and programs utilizing marketing concepts and trends to retain existing staff. Manage a comprehensive staff development and retention programs that is effective to the Chinle Service Unit's mission. Maintain and generates an effective data report utilizing all cost effective measures, surveys, and data collected. Participates in the recruitment and orientation processes. Participate in weekly, monthly, and/or quarterly meetings with other departments to report update on Staff Development and Retention programs. Acts as a resource for providing information and recommendation for employee development to supervisors. Tracks and monitors retention rates including turnovers, transfer, and promotions. Assist with orientation to medical nursing staff in coordination with Human Resources and Housing departments. Performs other duties as assigned.

THIS POSITION IS LOCATED IN A SMOKE-FREE ENVIRONMENT



QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

POSITIVE EDUCATION REQUIRED: NO

LICENSURE REQUIRED: NO

BASIC QUALIFICATIONS: Education: Major study – hospital administration, public health administration, or related fields such as business or public administration with course work in health care administration. OR

Candidates must have had 52 weeks of specialized experience equivalent to at least the GS-10 grade level to qualify for the GS-11 grade level. One year of specialized experience at the second lower grade level is creditable, in such instances, 52 weeks of specialized experience at the GS-09 level to qualify for the GS-11 grade level.

SPECIALIZED EXPERIENCE: Progressively responsible analytical or administrative, or clinical management or supervisory experience in the health care field. This work may have been performed in an operating health care facility or a higher organizational echelon with advisory or directional authority over such facilities. Work must have involved a close working relationship with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:

- Missions, organizations, programs, and requirements of health care delivery systems;
- Regulations and standards of various regulatory and credentialing groups; and
- Government-wide, agency, and facility systems and requirements in various administrative areas such as budget, personnel, and procurement.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: For GS-11, Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M., if related.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at the GS-10 level to qualify for the GS-11 grade level. One year of specialized experience at the second lower grade level is creditable, in such instances, 52 weeks of service at the GS-09 level to qualify for the GS-11 grade level.

SELECTIVE PLACEMENT FACTOR: None

CONDITIONS OF EMPLOYMENT: Immunization requirements- All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunization will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position that requires regular work at a Service Unit.

REASONABLE ACCOMMODATION: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-after-competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

NOTE: Refer to OPM Handbook Qualification Standards, Series GS-0671 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office.

WHO MAY APPLY:

MERIT PROMOTION PLAN (MPP) CANDIDATES: Applications will be accepted from status eligible (e.g., reinstatement eligible and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Excepted Service who are entitled to Indian Preference.

EXCEPTED SERVICE EXAMINING PLAN (ESEP) CANDIDATES: Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligible entitled to Indian Preference may also apply under the provisions of the Indian Health Service

Examining Plan. These candidates MUST indicate on their resumes or, application, whether their resume or application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service-connected disability).

VETERANS: Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.

If you are currently a DHHS employee who has received a Reduction-in-Force (RIF) separation notice or a certificate of expected separation, you may be entitled to special priority selection under the DHHS Transition Assistance Program (CTAP). To receive this priority you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limits) tenure group II excepted/competitive service employee who has received a RIF's separation notice or a Certificate of Excepted Separation (CES) and the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position potential than the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and met all the application criteria (e.g., submit all required documentation, etc.)
6. Meets the basic qualification for the position any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position without undue interruption.

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered employees.
 - A. Current or former career or career-conditional (tenure groups I or II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is being terminated; or
 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in lieu of RIF"; or
 5. Retired under the discontinued service retirement option; or
 6. Was separated because he/she declined a transfer of function or directed reassignment to another community area.
 - OR
 - B. Former Military Reserve or National Guard Technician who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factor, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisal, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to the position. To receive full credit for your qualifications, provide a narrative statement that fully describes all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. **COMPREHENSIVE KNOWLEDGE AND SKILLS OF PROFESSIONAL HEALTH CARE DELIVERY PRINCIPLES AND PRACTICES OF RECRUITMENT AND RETENTION.**
2. **KNOWLEDGE OF EFFECTIVE MARKETING TECHNIQUES IN THE PROFESSIONAL HEALTH CARE SYSTEM.**
3. **KNOWLEDGE OF HUMAN RESOURCE POLICIES, PROCEDURES AND FEDERAL REGULATIONS RELATED TO CIVIL SERVICE AND COMMISSIONED CORP APPOINTMENTS.**
4. **WRITTEN AND ORAL COMMUNICATION SKILLS TO MAKE ORAL AND WRITTEN PRESENTATIONS CLEARLY AND COMPREHENSIVELY.**
5. **KNOWLEDGE OF INFORMATION SYSTEMS, INTERNET, COMPUTERS AND COMPUTERS SOFTWARE.**

(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).

NOTE: "Declaration for Federal Employment" (OF-306), must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding yes to any one of these two questions can make you ineligible for employment in this position. *If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.*

HOW & WHERE TO APPLY: All applicants, except Commissioned Officers, must submit one of the following to the PHS Indian Hospital, Personnel Management Branch, P.O. Box PH, Chinle, Arizona 86503, **BY CLOSE OF BUSINESS (5:00 P.M.) ON THE CLOSING DATE:**

1. OF-612, Optional Application for Federal Employment; OR
2. ****Resume;**
3. ****Any other written application format; PLUS Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.**

A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but *MUST* state that such documentation is contained in their Official Personnel Folder.

****INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS:** Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. **SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES), AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.**

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with zip code) and Day and Evening Phone Numbers (with area codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veteran's Preference Certificate – DD-214, indicating Discharge and/or SF-15 – if claiming 10-points. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles;
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior employee;
7. Highest Federal civilian grade held (give series and dates held);
8. High school – Name, City, State (zip code if known), and date of Diploma or GED;
9. Colleges and Universities – Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no Degree shows Total semester or Quarter Hours earned). (Attach Transcripts);

10. Work Experience (paid and nonpaid) – Job, title, duties and accomplishments, Employer's Name and Address, Supervisor's Name and phone number, starting and ending dates (month/year), hours/week, and salary.
11. Indicate if we may contact your current Supervisor.
12. Job-related Training courses, Skills, Certificates, Registrations and Licenses (current only), Honors, Awards, Special Accomplishments.

NOTE: Applicants who do not submit the information requested above will be given credit only for the information they provide and may not, therefore, receive full credit for their Veteran's Preference determination, Education, Training and/or Experience.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION. WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES.

FOR MORE INFORMATION CONTACT: Lori Smith, Human Resource Specialist, (928) 674-7033 OR email address: lorraine.smith@ihs.gov.

ADDITIONAL SELECTIONS: Additional or alternate selections may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

COMMISSIONED OFFICER: Commissioned Officers applicants claiming Indian Preference will be evaluated by the Area Personnel Office against the applicable Preston standard; or the civil service standard, if no Preston standard exists. These applicants must describe the experience gained in their two most recent positions and provide the dates they occupied those positions. In addition, Commissioned Corps Indian Preference applicant must also provide information regarding education, including degrees obtained and schools attended and they must include home/work telephone numbers if this information is not contained in the resumes. When required by the vacancy announcement, these knowledge, skills and abilities that are being using as selective factors. Commissioned Corps Indian Preference applicants may also be required to submit proof of Indian Preference and proof of possession of the appropriate license.

SELECTIVE SERVICE CERTIFICATION: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

HUMAN RESOURCE CLEARANCE

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CH-08-126. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS HUMAN RESOURCE OFFICE AND WILL NOT BE RETURNED.

SUPPLEMENTAL QUESTIONNAIRE
HEALTH SYSTEM SPECIALIST (RETENTION SPECIALIST), GS-671-11

- 1. COMPREHENSIVE KNOWLEDGE AND SKILLS OF PROFESSIONAL HEALTH CARE DELIVERY PRINCIPLES AND PRACTICES OF RECRUITMENT AND RETENTION.** This person must have in depth knowledge of and ability to apply basic principles and practices related to all disciplines being recruited such as physicians, medical technology, nurses, and support field staff. This includes the knowledge of and skills in applying a wide range of recruitment and retention theories, concepts, practices, laws, rules and regulations to efficiently recruit for a qualified health care provider, support and/or allied health staff. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

- 2. KNOWLEDGE OF EFFECTIVE MARKETING TECHNIQUES IN THE PROFESSIONAL HEALTH CARE SYSTEM.** The person in this position must be able to develop and implement a plan for marketing, recruiting, and retaining high quality professional diverse workforce. The incumbent must use creativity in designing and implementing marketing strategy and evaluate the effectiveness of strategies and adjust for future recruitment efforts. Incumbent must also use research concepts to compile the information, identify problems that impact recruitment and retention develop solutions, and present the information in a clear and organized manner to the Service Unit staff, department heads, a and the executive team. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

- 3. KNOWLEDGE OF HUMAN RESOURCE POLICIES, PROCEDURES AND FEDERAL REGULATIONS RELATED TO CIVIL SERVICE AND COMMISSIONED CORP APPOINTMENTS.** The person in this position must have the knowledge of Human Resource policies, procedures, and regulations to provide efficient recommendations of recruiting and retaining highly qualified professional health care providers related to Civil Service, Commissioned Corps and direct hire employment including Indian and Veterans Preference. Also the ability to develop and conduct studies related to recruitment, retention, and turnover of personnel, and the ability to compile and analyze the data and develop appropriate recommendations for changes. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

4. **WRITTEN AND ORAL COMMUNICATION SKILLS TO MAKE ORAL AND WRITTEN PRESENTATIONS CLEARLY AND COMPREHENSIVELY.** This person must have written and oral communication skills to make oral, written and presentations clearly and comprehensively in order to gather information, present recommendations and coordinate plans and conduct training to large groups. This includes the ability to communicate with all levels of supervisors, employees, professional health care providers, as well as community members and staff from other organizations. What in your background shows you possess this skill?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

5. **KNOWLEDGE OF INFORMATION SYSTEMS, INTERNET, COMPUTERS AND COMPUTER SOFTWARE.** This person must have working knowledge of information systems, internet, computers and computer software, i.e., Excel, Power Point, and ACCESS. This knowledge is needed to designing marketing literature, developing presentations, corresponding with potential employees. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

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C E R T I F I C A T I O N

I, CERTIFY THAT ALL OF THE STATEMENTS MADE IN THE ABOVE QUESTIONNAIRE ARE TRUE, COMPLETE, AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF AND ARE MADE IN GOOD FAITH.

SIGNATURE OF APPLICANT

DATE